



DEPARTMENT OF ENERGY

PRINCETON SITE OFFICE

BUSINESS MANAGEMENT TEAM
PROCEDURE

PROCEDURE 1-19

CUSTOMER AND STAKEHOLDER SERVICE
POLICY AND PLANNING

REVISION 1

Prepared and Approved By: Jerry Wm. Paul, PSO Manager

A handwritten signature in black ink, appearing to read "Jerry Wm. Paul", is written over the printed name in the "Prepared and Approved By" line.

Date Issued MAY 2006

Annual Review	
<u>Reviewer</u>	<u>Date</u>
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PRINCETON SITE OFFICE (PSO) CUSTOMER SERVICE AND STAKEHOLDER POLICY AND PLANNING

PURPOSE:

This Fiscal Year 2005 is for guidance preparing and developing initiatives, measures, and targets for achieving PSO priorities, as well as identifying the Critical Outcomes supported.

Among our top priorities for the first time we have specifically focused on our newest priority: "Establish 'Best in Class' Customer and Stakeholder PSO Service" for inclusion in our organization's FY 05 Plan. This is in alignment with our increasing emphasis on customer and stakeholder service and "marketing" of our services as we implement the recent reorganization of the Office of Science (SC) and define our role as part of One Science.

To guide the development of our FY 05 Annual Plan, and to assist all PSO and stakeholders employees in playing their key roles, I am issuing the attached "Customer PSO and Stakeholder Service Policy." As noted in that Policy, achieving "Best in Class" Customer and Stakeholder Service is the responsibility of each PSO staff member and calls for the involvement and best effort of each of us. The Policy identifies the elements of Customer and Stakeholder Service that define a top-performing organization and the responsibilities with PSO for achieving them.

Within the framework of the Policy, the FY 05 Annual Plan will lay out how each PSO staff member will approach this challenge. Achieving "Best in Class" Customer and Stakeholder Service is everyone's job and each staff member has both the responsibility and flexibility to define its own most productive approach.

As noted in the Policy, a Customer and Stakeholder survey will benchmark and analyze our Customer and Stakeholder Service activities.

OBJECTIVES:

This Policy establishes the PSO Customer and Stakeholder Service Policy to assist all employees in carrying out their responsibilities in such a way that they provide best-in-class customer and stakeholder service to those with whom they interact, resulting in overall organizational performance that is characterized by excellence and customer satisfaction in all respects.

3.0 POLICY:

It is the Policy of PSO to fully incorporate sound customer and stakeholder service principles into the day-to-day work of each PSO employee. To accomplish this, PSO elements will incorporate customer service standards into planning and operations, with the goal of providing outstanding products and services to our partners, customers, stakeholders, and public. We do this in recognition of the pivotal role excellence in customer service plays in accomplishing our missions. PSO embraces the idea that excellence in customer service and resulting customer satisfaction require commitment, are critical elements of both individual and organizational performance, and need to be given appropriate emphasis and attention in the overall management process.

This Policy supports the Office of Science Strategic Plan, particularly the 7th Goal: Provide the Resource Foundations that Enable Great Science, which, in turn, supports corporate management and resource issues reflected in the DOE Strategic Plan and the President's Management Agenda. It reflects the idea that in providing best in class customer and stakeholder service, PSO makes accomplishing the Department's missions we support possible.

The PSO approach to customer service will include the following elements:

We will accurately and specifically identify our customers;

We will survey our customers and stakeholders to determine the kind and quality of service they need and their levels of satisfaction with existing services;

We will develop and communicate customer and stakeholders service standards and measure results against them;

We will benchmark our customer and stakeholder service efforts and results against the best comparable organizations;

We will survey our employees for ideas on how we can eliminate barriers to better customer service and make improvements;

We will provide our customers and stakeholders, whenever possible, with choices and options regarding the services we provide and how we provide them;

We will work with our customers and stakeholders to educate them about, and help them provide, the information we need to provide superior services;

We will make our services, information about them, and complaint and feedback mechanisms easily available; and

We will provide mechanisms for responding effectively to customer and stakeholders feedback and complaints.

4. CUSTOMER SERVICE AND STAKEHOLDER STANDARDS:

PSO has developed general customer and stakeholder service standards. They are as follows:

a. Customer First Outlook:

We will listen to you, be courteous, and treat you with respect every time you contact us.

We will actively seek to understand your business needs in order to serve you right the first time and every time thereafter.

We will deliver high quality products and services that meet or exceed your needs and expectations.

b. Friendly and Caring:

We will respond in a timely manner to your concerns and inform you when we will get things done.

When you call us, we will make every attempt to ensure that you talk to a real person, even if the person you are calling is not immediately available.

c. Flexible:

We will work out alternative “win-win” solutions with you.

We will ensure that the appropriate person is available to work with you.

d. Responsive:

You will know whom to contact if you have a problem. We will listen to your problem, find a solution, follow-through, and learn from the experience.

We will take the initiative to identify problem situations up-front and propose workable alternatives.

e. Recovery:

We will acknowledge our mistakes, apologize, and do our best to prevent the same mistake in the future.

5. CUSTOMER SERVICE AND STAKEHOLDER SERVICE PLANNING:

As part of the SC's Strategic Management Initiative, SC elements develop Annual Plans detailing the activities that will be undertaken to fulfill SC's Strategic Goals and Priorities and accomplish assigned missions. As part of this process, PSO includes Customer and Stakeholder Service goals and performance measures in these plans aimed at addressing opportunities for continued improvement and response to customer feedback. Our Annual Plans will include information on specific customer surveys or other customer feedback activities planned for the year. They will also include specific activities and initiatives to be undertaken by PSO in the coming year to respond to customer concerns and issues, the results from prior year efforts, and how these results are being communicated to customers.

6. RESPONSIBILITIES:

Effective customer service is the responsibility of every PSO employee and will be addressed in performance expectations. Team Leaders and staff are responsible for assuring that excellent customer and stakeholder service is provided by their teams, and that they participate fully in the PSO Customer and Stakeholder efforts.

7. REFERENCES

- a. Executive Order 12862 "Setting Customer Service Standards:"
Executive Order 12862: Setting Customer Service Stds
- b. President's Management Agenda: President's Management Agenda
- c. ANSI/ISO/ASC Q9001 "Quality Management Systems – Requirements"
- d. Department of Energy Strategic Plan; (<http://strategicplan.doe.gov/>)
- e. Office of Science Strategic Plan;
(http://www.science.doe.gov/bes/SCSP_12FEB04.pdf)
- f. CH Strategic Plan 2001-2006;
- g. CH Strategic Priorities 2004;
- h. FY 2004 Service Plan of the SC Integrated Support Center:
(http://www.ch.doe.gov/docs/adobe/SC_ISC_Service_Plan_as_of_29_Jul_04.pdf)
- i. Baldrige Criteria for Performance Excellence, 2004:
http://www.quality.nist.gov/PDF_files/2004_Business_Criteria.pdf